

Contacting Your Local Better Business Bureau

Better Business Bureaus (BBBs) are non-profit organizations that encourage honest advertising and selling practices and are supported primarily by local businesses. BBBs offer a variety of consumer services, including consumer education materials; business reports, particularly unanswered or unsettled complaints or other problems; mediation and arbitration services; and information about charities and other organizations that are seeking public donations. They also provide ratings (A, B, C, D, or F) of local companies to express the BBB's confidence that the company operates in a trustworthy manner and demonstrates a willingness to resolve customer concerns.

Complaints should be submitted in writing so that an accurate record exists of the dispute. The BBB will then present the complaint to the company involved. If the complaint is not resolved, the BBB may offer an alternative dispute settlement process. BBBs do not judge or rate individual products or brands, handle employer/employee wage disputes, or give legal advice.

If you need help with a consumer question or complaint, call your local BBB or visit its website.

BBBOnLine (www.bbb.org/online) provides Internet users an easy way to verify the legitimacy of online businesses. Companies carrying the **BBBOnLine** seal have been checked out by the BBB and agree to resolve customer concerns.

The Council of Better Business Bureaus, the umbrella organization for the BBBs, can assist with complaints about the truthfulness and accuracy of national advertising claims, including children's advertising; provide reports on national soliciting charities; and help to settle disputes with automobile manufacturers through the BBB Auto Line program (p. 65).

Council

Council of Better Business Bureaus, Inc.

4200 Wilson Blvd., 8th Floor
Arlington, VA 22203-1838
703-276-0100

Alabama

Birmingham

1210 S. 20th St.
Birmingham, AL 35205
Toll free: 1-800-824-5274 (AL)
205-558-2222

Cullman

202 1st Ave., SE, Suite I
Cullman, AL 35055
256-775-2917

Decatur

254 Moulton St. E, 3rd Floor
Decatur, AL 35601
256-355-2226

Dothan

1971 S. Brannon Stand Rd.
Suite 1
Dothan, AL 36305
334-794-0492

Huntsville

107 Lincoln St., SE
Huntsville, AL 35801
256-533-1640

Mobile

960 S. Schillinger Rd., Suite I
Mobile, AL 36695
251-433-5494

Montgomery

4750 Woodmere Blvd., Suite D
Montgomery, AL 36107
334-273-5530

Alaska

Anchorage

341 W. Tudor Rd., Suite 209
Anchorage, AK 99503
907-562-0704

Arizona

Phoenix

4428 N. 12th St.
Phoenix, AZ 85014-4585
602-264-1721

Prescott

1569 W. Gurley St.
Prescott, AZ 86305
928-772-3410

Siera Vista

2160 E. Fry Blvd.
Suite C5 PMB 172
Siera Vista, AZ 85635
520-888-5353

Tucson

434 S. Williams Blvd., Suite 102
Tucson, AZ 85711
520-888-5353

Arkansas

Little Rock

12521 Kanis Rd.
Little Rock, AR 72211
501-664-4888

California

Bakersfield

1601 H St., Suite 101
Bakersfield, CA 93301
661-322-2074

Culver City

6125 Washington Blvd., 3rd Floor
Culver City, CA 90232
310-945-3166

Fresno

4201 W. Shaw Ave., Suite 107
Fresno, CA 93722
559-222-8111

Long Beach

3363 Linden Ave., Suite A
Long Beach, CA 90807
562-216-9242

Los Angeles

315 N. La Cadena Dr.
Colton, CA 92324
909-825-7280

Oakland

1000 Broadway, Suite 625
Oakland, CA 94607
510-844-2000

Placentia

550 W. Orangethorpe Ave.
Placentia, CA 92870
714-985-8922

Sacramento

3075 Beacon Blvd.
West Sacramento, CA 95691
916-443-6843

San Diego

5050 Murphy Canyon Rd.
Suite 110
San Diego, CA 92123
858-496-2131

San Jose

1112 S. Bascom Ave.
San Jose, CA 95128
408-278-7400

Santa Barbara

PO Box 129
Santa Barbara, CA 93101
805-963-8657

Stockton

11 S. San Joaquin St., 8th Floor
Stockton, CA 95202
209-948-4880

Colorado**Colorado Springs**

25 N. Wahsatch Ave.
Colorado Springs, CO 80903
719-636-1155

Denver

1020 Cherokee St.
Denver, CO 80204-4039
303-758-2100

Fort Collins

8020 S. County Rd. 5, Suite 100
Fort Collins, CO 80528
970-484-1348

Connecticut**Wallingford**

94 S. Turnpike Rd.
Wallingford, CT 06492-4322
203-269-2700

Delaware**Wilmington**

60 Reads Way
New Castle, DE 19720
302-221-5255

District of Columbia**Washington**

1411 K St., NW, Suite 1000
Washington, DC 20005-3404
202-393-8000

Florida**Clearwater**

2655 McCormick Dr.
Clearwater, FL 33759
727-535-5522

Jacksonville

4417 Beach Blvd., Suite 202
Jacksonville, FL 32207
904-721-2288

Longwood

1600 S. Grant St.
Longwood, FL 32750
407-621-3300

Miami Lakes

14750 N.W. 77 Ct., #317
Miami Lakes, FL 33016
561-842-1918

Pensacola

912 E. Gadsden St.
Pensacola, FL 32501
850-429-0002

Stuart

101 S.E. Ocean Blvd., Suite 202
Stuart, FL 34994
772-223-1492

West Palm Beach

4411 Beacon Circle, Suite 4
West Palm Beach, FL 33407
561-842-1918

Georgia**Atlanta**

503 Oak Place, Suite 590
Atlanta, GA 30349
404-766-0875

Augusta

1227 Augusta West Parkway
Suite 15
Augusta, GA 30909
706-210-7676

Columbus

PO Box 2587
Columbus, GA 31902
706-324-0712

Macon

277 Martin Luther King, Jr. Blvd.
Suite 102
Macon, GA 31201-3495
478-742-7999

Savannah

6555 Abercorn St., Suite 120
Savannah, GA 31405-5817
912-354-7521

Hawaii**Honolulu**

1132 Bishop St., Suite 615
Honolulu, HI 96813
808-536-6956

Idaho**Boise**

1200 N. Curtis Rd.
Boise, ID 83706
208-342-4649

Idaho Falls

453 River Parkway
Idaho Falls, ID 83402
208-523-9754

Illinois**Chicago**

330 N. Wabash Ave., Suite 2006
Chicago, IL 60611-7621
312-832-0500

Peoria

112 Harrison St.
Peoria, IL 61602
309-688-3741

Rockford

810 E. State St., 3rd Floor
Rockford, IL 61104-1001
815-963-2226

Indiana**Evansville**

3101 N. Green River Rd., Suite 410
Evansville, IN 47715
812-473-0202

Fort Wayne

4011 Parnell Ave.
Fort Wayne, IN 46805
260-423-4433

Indianapolis

151 N. Delaware St., Suite 2020
Indianapolis, IN 46204-2599
317-488-2222

Merrville

7863 Broadway, Suite 124
Merrville, IN 46410
219-791-9550

Osceola

10775 McKinley Highway, Suite B
Osceola, IN 46561
574-675-9315

Iowa**Bettendorf**

2435 Kimberly Rd., Suite 260 N
Bettendorf, IA 52722-4100
563-355-6344

Des Moines

505 5th Ave., Suite 950
Des Moines, IA 50309
515-243-8137

Kansas

Wichita

345 N. Riverview St., Suite 720
Wichita, KS 67203
Toll free: 1-800-856-2417

Kentucky

Lexington

1460 Newtown Pike
Lexington, KY 40511
859-259-1008

Louisville

844 S. Fourth St.
Louisville, KY 40203
502-583-6546

Louisiana

Alexandria

5220-C Rue Verdun
Alexandria, LA 71303
318-473-4494

Baton Rouge

748 Main St.
Baton Rouge, LA 70802
225-346-5222

Houma

801 Barrow St., Suite 400
Houma, LA 70360
985-868-3456

Lafayette

4007 W. Congress St., Suite B
Lafayette, LA 70506
337-981-3497

Lake Charles

2309 E. Prien Lake Rd.
Lake Charles, LA 70601
337-478-6253

Monroe

212 Walnut St., #210
Monroe, LA 71201
Toll free: 1-800-960-7756
318-387-4600

New Orleans

710 Baronne St., Suite C
New Orleans, LA 70113
504-581-6222

Shreveport

401 Edwards St., Suite 135
Shreveport, LA 71101
318-222-7575

Maryland

Baltimore

502 S. Sharp St., Suite 1200
Baltimore, MD 21201
410-347-3990

Massachusetts

Marlborough

290 Donald Lynch Blvd., Suite 102
Marlborough, MA 01752
508-652-4800

Worcester

340 Main St., Suite 802
Worcester, MA 01608
508-755-2548

Michigan

Grand Rapids

40 Pearl St., NW, Suite 354
Grand Rapids, MI 49503
616-774-8236

Detroit

26777 Central Park Blvd., Suite 100
Southfield, MI 48076-4163
248-223-9400

Minnesota

St. Paul

2706 Gannon Rd.
St. Paul, MN 55116-2600
651-699-1111

Mississippi

Ridgeland

601 Renaissance Way, Suite A
Ridgeland, MS 39157
601-707-0960

Missouri

Kansas City

8080 Ward Parkway, Suite 401
Kansas City, MO 64114
816-421-7800

Springfield

430 S. Glenstone Ave., Suite A
Springfield, MO 65802
417-862-4222

St. Louis

211 N. Broadway, Suite 2060
St. Louis, MO 63102
314-645-3300

Nebraska

Lincoln

3633 O St., Suite 1
Lincoln, NE 68510
402-436-2345

Omaha

11811 P St.
Omaha, NE 68137
402-391-7612

Nevada

Las Vegas

6040 S. Jones Blvd.
Las Vegas, NV 89118
702-320-4500

Sparks

4834 Sparks Blvd., Suite 102
Sparks, NV 89436
775-322-0657

New Hampshire

Concord

48 Pleasant St.
Concord, NH 03301
603-224-1991

New Jersey

Trenton

1700 Whitehorse-Hamilton
Square Rd., Suite D-5
Trenton, NJ 08690-3596
609-588-0808

New Mexico

Albuquerque

2625 Pennsylvania St., NE
Suite 2050
Albuquerque, NM 87110-3658
505-346-0110

Farmington

308 N. Locke Ave.
Farmington, NM 87401-5855
505-326-6501

New York

Amherst

100 Bryant Woods South
Amherst, NY 14228
716-881-5222

Farmingdale

399 Conklin St., Suite 300
Farmingdale, NY 11735
516-420-0500

New York

257 Park Ave. S, 4th Floor
New York, NY 10016
212-533-6200

Rochester

55 St. Paul St.
Rochester, NY 14604
716-881-5222

Tarrytown

150 White Plains Rd., Suite 107
Tarrytown, NY 10591-5521
914-333-0550

North Carolina**Asheville**

112 Executive Park
Asheville, NC 28801
828-253-2392

Charlotte

13860 Ballantyne Corporate Place
Suite 225
Charlotte, NC 28277
704-927-8611

Greensboro

3608 W. Friendly Ave.
Greensboro, NC 27410-4895
336-852-4240

Raleigh

5540 Munford Rd., Suite 130
Raleigh, NC 27612-2655
919-277-4222

Winston-Salem

500 W. 5th St., Suite 202
Winston-Salem, NC 27101-2728
336-725-8348

Ohio**Akron**

222 W. Market St.
Akron, OH 44303
330-253-4590

Canton

1434 Cleveland Ave., NW
Canton, OH 44703
330-454-9401

Cincinnati

Seven W. 7th St., Suite 1600
Cincinnati, OH 45202
513-421-3015

Cleveland

2800 Euclid Ave., 4th Floor
Cleveland, OH 44115
216-241-7678

Columbus

1169 Dublin Rd.
Columbus, OH 43215-1005
614-486-6336

Dayton

15 W. Fourth St., Suite 300
Dayton, OH 45402-1830
Toll free: 1-800-776-5301
937-222-5825

Lima

219 N. McDonel St.
Lima, OH 45801
419-223-7010

Toledo

Integrity Place
7668 King's Pointe Rd.
Toledo, OH 43617
419-531-3116

Youngstown

International Towers
25 Market St.
Youngstown, OH 44501
Toll free: 1-866-887-9222
330-744-3111

Oklahoma**Oklahoma City**

17 S. Dewey St.
Oklahoma City, OK 73102-2400
405-239-6081

Tulsa

1722 S. Carson Ave., Suite 3200
Tulsa, OK 74119
918-492-1266

Oregon**Lake Oswego**

4004 S.W. Kruse Way Pl., Suite 375
Lake Oswego, OR 97035
503-212-3022

Pennsylvania**Bethlehem**

50 W. North St.
Bethlehem, PA 18018-3907
610-866-8780

Harrisburg

1337 N. Front St.
Harrisburg, PA 17102
717-364-3250

Scranton/Wilkes-Barre

4099 Birney Ave.
Moosic, PA 18507
570-342-5100

Philadelphia

1880 John F. Kennedy Blvd.
Suite 1330
Philadelphia, PA 19103
215-985-9313

Pittsburgh

400 Holiday Dr., Suite 220
Pittsburgh, PA 15220
412-456-2700

Puerto Rico**San Juan**

530 Avenida De La Constitución,
#206
San Juan, PR 00901
787-289-8710

South Carolina**Columbia**

1515 Burnette Dr.
Columbia, SC 29210
803-254-2525

Conway

1121 3rd Ave.
Conway, SC 29526
843-488-2227

Greenville

408 N. Church St., Suite C
Greenville, SC 29601-2164
864-242-5052

South Dakota**Sioux Falls**

300 N. Phillips Ave., #202
Sioux Falls, SD 57104
605-271-2066

Tennessee**Chattanooga**

1010 Market St., Suite 200
Chattanooga, TN 37402
423-266-6144

Clarksville

214 Main St.
Clarksville, TN 37040
931-503-2222

Columbia

502 N. Garden St., Suite 201
Columbia, TN 38401
931-388-9222

Cookeville

18 N. Jefferson St.
Cookeville, TN 38501
931-520-0008

Franklin

367 Riverside Dr., Suite 110
Franklin, TN 37064
615-250-7431

Knoxville

255 N. Peters Rd., Suite A
Knoxville, TN 37923
865-692-1600

Memphis

3693 Tyndale Dr.
Memphis, TN 38125
901-759-1300

Murfreesboro

530 Uptown Square
Murfreesboro, TN 37129
615-242-4222

Nashville

201 4th Ave. N., Suite 100
Nashville, TN 37219
615-242-4222

Texas

Abilene

3300 S. 14th St., Suite 307
Abilene, TX 79605-5052
325-691-1533

Amarillo

720 S. Tyler St., Suite B112
Amarillo, TX 79101
806-379-6222

Austin

1005 La Posada Dr.
Austin, TX 78752
512-445-2911

Beaumont

550 Fannin St., Suite 100
Beaumont, TX 77701-2011
409-835-5348

College Station

418 Tarrow St.
College Station, TX 77840-1822
979-260-2222

Corpus Christi

719 S. Shoreline, Suite 304
Corpus Christi, TX 78401
361-852-4949

Dallas

1601 Elm St., Suite 3838
Dallas, TX 75201-3093
214-220-2000

El Paso

720 Arizona Ave.
El Paso, TX 79902
915-577-0191

Fort Worth

101 Summit Ave., Suite 707
Fort Worth, TX 76102-5978
817-332-7585

Harker Heights

445 E. Central Texas Expressway
Suite 1
Harker Heights, TX 76548
254-699-0694

Houston

1333 W. Loop South, Suite 1200
Houston, TX 77027
713-868-9500

Longview

2401 Judson Rd., #102
Longview, TX 75605
903-758-3222

Lubbock

3333 66th St.
Lubbock, TX 79413-5711
806-763-0459

Midland

10100 Liberator Ln.
Midland, TX 79711
432-563-1880

San Angelo

3134 Executive Dr., Suite A
San Angelo, TX 76904
325-949-2989

San Antonio

1800 Northeast Loop 410
Suite 400
San Antonio, TX 78217-5296
210-828-9441

Tyler

3600 Old Bullard Rd.
Building 1, Suite 101
Tyler, TX 75701
903-581-5704

Weslaco

502 E. Expressway 83, Suite C
Weslaco, TX 78596
956-968-3678

Wichita Falls

4245 Kemp Blvd., Suite 900
Wichita Falls, TX 76308-2830
940-691-1172

Utah

Salt Lake City

5673 S. Redwood Rd., Suite 22
Salt Lake City, UT 84123-5322
801-892-6009

Virginia

Norfolk

586 Virginian Dr.
Norfolk, VA 23505
757-531-1300

Richmond

720 Moorefield Park Dr., Suite 300
Richmond, VA 23236
804-648-0016

Roanoke

31 W. Campbell Ave.
Roanoke, VA 24011
540-342-3455

Washington

DuPont

1000 Station Dr., Suite 222
DuPont, WA 98327
206-431-2222

Spokane

152 S. Jefferson, Suite 200
Spokane, WA 99201
509-455-4200

West Virginia

Charleston

1018 Kanawha Blvd. E, Suite 301
Charleston, WV 25301
304-345-7502

Wisconsin

Milwaukee

10101 W. Greenfield Ave.
Suite 125
West Allis, WI 53214
414-847-6000